New England Deaconess Hospital
Boston, Massachusetts

pulse

VOLUME 21 — NUMBER 7 APRIL 1968

In Memoriam

A memorial service for Dr. Martin Luther King, Jr. was held in the Arthur T. Dooley Chapel at 9 A.M., Tuesday, April 9. The order of worship included an organ prelude played by Mr. Vernon S. Truell from Pathology and a call to worship by Chaplain Ralph A. Curtis. Mrs. Winsome Roomes, Nursing Service, led the group in the Twenty-third Psalm and gave a reading of other selected scriptures. Mr. R. D. Lowry, Executive Vice President, delivered a prayer before the singing of one of Dr. King's favorite hymns, "Precious Lord".

Mr. Edward G. Carrington, Operating Room Technician in charge of the Cystoscopy Rooms, and Chaplain Curtis presented "The Philosophy of Dr. Martin Luther King, Jr. with Mr. Carrington recalling the voice of Dr. King by a number of excerpts from his speeches. Included was a recording of Dr. King's oration at the Lincoln Memorial entitled "I Have a Dream".

There are no words to describe the sorrow all of us feel when an act of violence causes an untimely death. A sadness will always remain.

Medical and Surgical Teaching Services Re-named For Dr. Hoyt and Dr. Graves

Dr. Roger C. Graves

Dr. Lyman H. Hoyt

In recognition of the extraordinary time and effort given by Dr. Roger C. Graves and Dr. Lyman H. Hoyt to the establishment of medical training at New England Deaconess Hospital, the Medical Administrative Board voted to re-name the Medical Teaching Service, the "Lyman Hoyt Unit", and the Surgical Teaching Service, the "Roger Graves Unit."

Dr. Graves became involved in the program about 20 years ago when Dr. Leland S. McKittrick suggested a new affiliation to provide residents in surgery for the General Surgical Staff. Up until that time the affiliation had been with Peter Bent Brigham Hospital as an informal and temporary agreement between Dr. McKittrick and Dr. Francis Moore, surgeon-in-chief at Peter Bent.

Dr. Hoyt recognized the importance of having a medical residency program realizing that patient care, always of prime concern at the Deaconess, could be enhanced by 24-hour House Staff supervision. It also seemed that the teaching of young doctors should be a function of our hospital.

Over the successive months discussions in committee, staff meetings and among representatives of the hospital's groups and clinics led to the recommendation of a plan for residency training which was approved by the Executive Committee of the Board of Trustees.

Prior to this time there had been effective post-graduate teaching at Deaconess especially in the Joslin and Lahey Clinics, and the Department of Pathology, but the new residency program involved the whole Deaconess Hospital for the first time in a formal program.

Deaconess was fortunate to form an affiliation for residents in surgery with the Harvard Surgical Unit Fifth Surgical Service of the Boston City Hospital through the cooperation of Dr. J. Englebert Dunphy, then chief of the service. The affiliation remains on a sound basis with his successor, Dr. William V. McDermott. Special lectures for the medical residents have been made possible by the MacPherson Fund, which Dr. Hoyt has been able to obtain for the past years.

With the establishment of the new residency program the Medical and Surgical Staff began to take a more active part in postgraduate training. The General Staff was organized under Dr. Hoyt and Dr. Clifford C. Franseen about 17 years ago. Weekly grand rounds began. An Advisory Committee for Resident Training was appointed under the chairmanship of Dr. Graves.

In 1964 the separate groups and clinics were combined to form a single Department of Medicine under Dr. James L. Tullis, and a Department of Surgery under Dr. Cornelius E. Sedgwick.

Continued on Page 6

Past the Blueprint Stage . . . . .

We are really past the blueprint stage now! On April 1 a bulldozer arrived. The building program to add six more floors to Central Building and widen the wing between Central and Deaconess began. The bulldozer began excavating the Chapel courtyard for the laying of foundations for the widened wing. Work was also started on the top of Central Building to expose the support columns.

To keep patients and everyone within the Hospital informed of the construction details Deaconess will publish a one-page bulletin of progress to augment the Pulse. Reports will be released whenever progress warrants.

Mr. Richard E. Lee, Director of Deaconess; Mr. Frank Hlavanka, General Superintendent for Frank Briscoe Co., Inc. of the New England area; Mr. Arthur Olsen, Briscoe's Project Manager, and Mr. Hubert D. Sycamore, Assistant Director, watch proceedings to excavate the Chapel courtyard.

Mr. Donald L. Sabine, Director of Maintenance and Engineering, examines the wall being torn down at the end of the Patient Service Corridor. As soon as direct access into the Deaconess Building is possible by this route the glass-enclosed corridor to Deaconess will be carefully dismantled.

Quality Control Used to Study Patient Care

Last fall Deaconess decided to participate in a program with 19 other Greater Boston hospitals sponsored by the Massachusetts Hospital Association to quantitatively measure the quality of patient care and the staffing of nursing units.

By applying industrial principles of quality control, Nursing Service and the Service Coordination Department are measuring patient care in terms of welfare, comfort, safety, the patient's chart and the nursing unit as a whole. Miss Gloria Hayes, Miss Jean Hopkins, Mrs. Chilla K. Merrill, Miss Florence McCarthy, Mrs. Katherine Nicholson and Miss Lois Thomas, Nursing Supervisors; Miss Marilyn Barlow, Mrs. Laura Cheney, Miss Gail Donaldson, Mrs. Karen George and Miss Ellen Lewis, Assistant Night Supervisors; and Mr. Peter Campisano, Service Coordination Manager, are surveying every general medical-surgical area in the Hospital in two-week cycles. The process will be an on-going one, using random selection methods to determine which day, time and patient room to survey. Every patient room will be surveyed at least once during the program. Nursing supervisors and their assistants check the patient and his chart; Mr. Campisano surveys the physical surroundings.

Results are compiled and a total quality control index is calculated for each nursing unit. Functions such as admitting, food service, housekeeping as well as nursing are all included in the results. A unit's index depends on all departments working in that unit. Special comments are forwarded to the appropriate department.

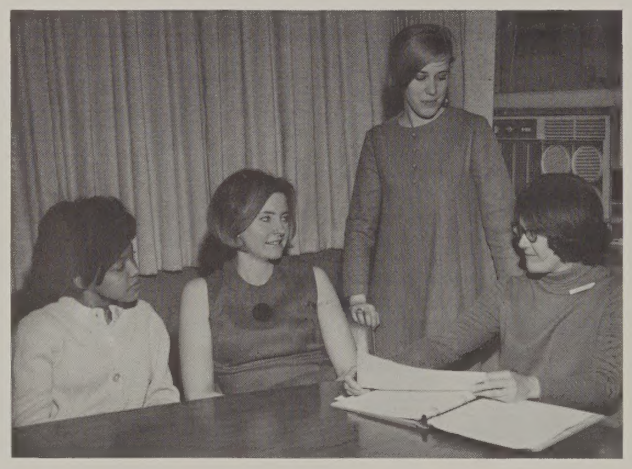
Mr. Campisano reports he is pleased with the support to date and the evident enthusiasm in correcting problem areas.

The second phase of the program is a study of the staffing of nursing units. Preliminary research started April 1 with a team of industrial engineers from the Massachusetts Hospital Association and the nursing and service coordination employees on Deaconess 4 North. They have tabulated information concerning time requirements needed at various levels of patient care.

The operational part of the program calls for the head nurse of each unit to prepare a summary sheet profiling the degree of care her patients will need. By applying a total numerical designation to this profile, the Nursing Office will determine staffing for the next 24-hour period. This phase of the program hopes to yield a more equitable system for distributing available nursing resources.

Night nursing supervisor Mrs. Chilla K. Merrill demonstrates surveying a patient for the quality control study. She takes no notes, but casually discusses patient welfare and comfort. Mrs. Laura P. Kelley, Secretary to the Associate Director of Nursing Service, poses as the patient.

On Palmer Five Miss Wendy Sandberg, Head Nurse (seated); Miss Virginia Krasevac, Staff Nurse; Miss Denise Walker, Hostess, and Mrs. Constance Nania, Nursing Aide, (all standing left to right) examine their unit's quality control index graph.



Miss Sylvia J. Woods, Miss Suellen Helie, Miss Martha Murphy, Patient Service Representatives, and Mrs. Erminie Smith, Supervisor, consider their quality control survey comments.

Mr. Joseph E. Doherty, Executive Housekeeper (far right), discusses survey comments pertaining to his department with supervisors (from left) Mr. Peter G. Dalton, Mrs. Margaret Blackshaw, Mrs. Marie E. Vorce, Mr. Allen E. Mitchell and Mrs. Estell S. Greenlaw.

REMINDER

Mrs. Irma A. Kellner, Director of Volunteers, is accepting applications for summer volunteer workers. She would like to remind all Deaconess employees that their sons and daughters, 14 years and older, are welcome to serve as student volunteers.

Friends' Folio

Mrs. George I. Rohrbough, President of the Friends of the Deaconess, has expressed pleasure in welcoming Mrs. George A. Dempsey to the office of Vice President of the Friends. Mrs. Dempsey has actively participated in the projects of the Friends for years. Ten years ago she, Mrs. C. Cabell Bailey and Mrs. Basil C. Gray started diversional therapy for which Mrs. Dempsey still handles the buying and financing. She has also served as Treasurer of Deaconess Night at the Pops for the past two years.

Mrs. Dempsey is the wife of a prominent New Hampshire shoe manufacturer and has one daughter. A resident of Newton, she is active in the Newton Service League.

Spring Comes to the Gift Shop

The Gift Shop is featuring several new items for Spring. The jewelry selection includes fashionable pierced earrings and charms. Other gift items available are non-tarnishing silver-plated pieces, leather desk accessories, lace prayer caps and a large selection of flowery summer night gowns.

The ladies responsible for buying the new merchandise were Mrs. Frank E. Barton, Mrs. Charles A. Hinkle, Miss Dorothy B. Seccomb, Mrs. Mercedes Volek and Mrs. Sheldon E. Wardwell.

Consideration also goes to those who donate their time to work in the Shop including Mrs. Thomas Allen, Mrs. Esther Botsford, Mrs. Lorna Daner, Miss Ada Deal, Mrs. Lillian Gorvine, Mrs. Eleanor Hinton, Mrs. Sylvia Norris, Miss Mildred Ordway, Mrs. Archibald Rogers and Miss Mary Mazzei, who in addition to working as a volunteer herself has substituted for many of the other volunteers.

Mr. Keating Appointed to Suggestion Committee

Mr. Neil Keating, Assistant Director, Maintenance and Engineering, has been appointed to serve for three years as a member of the Suggestion Committee. He replaces Mr. Clayton W. Kenney, Assistant Director from the same department, who completed his term on March 31. Mr. W. Dean Holdeman, Personnel Director, has been reappointed to another term.

Awards ranging from $10 through $50 will be given for suggestions which improve patient care; eliminate useless operations, accidents, fire or health hazards; improve working conditions or public relations; and reduce waste or save time, materials, or effort.

Employees are urged to write their suggestions on the "BEN THINKIN" blanks located in the Baker corridor leading to the Cafeteria. An award will be granted to anyone whose suggestion is adopted within the year.

Be All You CAN Be — READ

"Be all you *can* be. READ" — the theme for National Library Week, April 21-27, has inspired us to spotlight the Deaconess' three circulating libraries: Gilbert Horrax Memorial Library, Patients' and Employees' Library and the School of Nursing Library.

Although the hospital has always had a medical library, the present facility was founded in 1959 through fund-raising efforts of Dr. James L. Poppen to honor the memory of Dr. Gilbert Horrax whose private collection is housed in the library. It serves the medical staff and residents of Deaconess, the Lahey, Joslin and Overholt Clinics, the Cancer Research Institute, and employees whose duties require use of the medical collection.

Today the Horrax Library holdings include books and periodicals totaling 4,600 bound volumes. One hundred and eighty journals are currently received, including many gifts of staff doctors. The library is an institutional member of the Medical Library Association, the American Library Association, and New England and Massachusetts Library Association. Materials not available in the collection are borrowed from the Francis A. Countway Library of Medicine, the official New England Regional Medical Library. Suggestions for new purchases are always welcomed by Medical Library Committee members: Dr. Edwin F. Lang, Chairman; Dr. John R. Brooks, Dr. Robert E. Brownlee, Dr. George P. Kozak, Dr. Albert L. Sheffer, Miss Ellen Adams and Miss Ruth M. Sullivan.

The Patients' and Employees' Library, originally established entirely by donations in 1927, was moved to its present location in 1964. The collection, including 2,400 volumes and 25 periodicals currently received, is constantly improved by monthly purchases of best sellers and gifts, which are frequently received from employees, volunteers and patients. Employees are invited to use the general reference section which is being enlarged. Talking books for blind patients, prism glasses and puzzles and games for children are also available.

No article on the Patients' and Employees' Library would be complete without mention of the faithful volunteer service of Mrs. Alice Cowen, who takes the book cart to patient floors on Tuesdays. Mrs. Cowen has given over 2,250 hours of service during the past 21 years.

The Library at the School of Nursing contains about 3,000 volumes. Thirty professional periodicals are received regularly. Besides the nursing literature and basic medical refernces, there are materials in related health and social sciences. A pamphlet collection and bulletin board displays help to implement the educational functions of the library. Interlibrary loan facilities of the Countway and Boston College School of Nursing Library are utilized.

The Library's room contains research teaching material as well as the School's historical collection of scrapbooks, newspaper clippings and pictures of graduating classes since 1901.

It is the constant effort of Deaconess librarians to carry out the theme of Library Week to each member of the hospital community by serving their reference, research, informational and recreational needs.

Miss Ruth M. Sullivan, Librarian, assists Dr. Hector L. Villareal with a reference question. Miss Sullivan received a Bachelor of Music degree from the School of Fine and Applied Arts, Boston University. She did graduate work for her Master of Library Science degree at the University of Rhode Island. Responsible for both the Horrax and Patients' and Employees' Libraries, she also serves as consultant to the Cancer Research Institute Library. She is a member of Special Libraries Association.

A Lieutenant Commander, USNR, Ret., Miss Sullivan served two tours of active duty in the U.S. Navy. She continues her interest in music by playing in the first violin section of the Hingham Civic Orchestra.

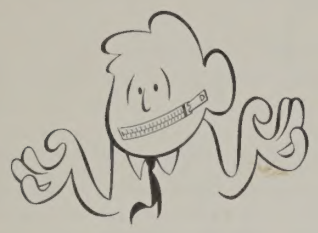
Miss Marion Carnegie, Library Assistant, includes a well-balanced selection of fiction, nonfiction and current magazines on the book cart, which circulates to all patient floors at least twice a week.

Miss Virginia Randall, School of Nursing Librarian (standing), discusses new book suggestions with the School's library committee. Seated from left to right are Miss Suzanne E. Diffley, Instructor, Second and Third year program; Miss Dorothy E. Hancock, Instructor, First year program; Miss Margaret M. Putney, Instructor, science; Mrs. Janie G. Chapman, Assistant Director of the School; and Mrs. Helen Brockmann, Instructor, nutrition and diet therapy. Miss Judy Davidson (insert) is the student representative on the committee.

Miss Randall holds a Bachelor of Science degree from Boston University School of Nursing and has attended Simmons College School of Library Science. She had eight years experience in the University's School of Education Library.

Miss Ann Downs, Print Room Assistant, returns a book to Miss Marcia G. Thompson in the Patients' and Employees' Library.

Please ?



Many patients are unable to sleep during the day because of construction noise. Don't prevent them from getting rest at night! If you work an evening or night shift in a patient area, please remember to keep your voice low.

Seminar for Supervisors Offered Again This Year

A Supervisory Training Seminar was offered again this year beginning the week of March 4th for employees who function in a supervisory capacity. The series was planned as a continuation of last year's program although new supervisors were invited to participate. The schedule of classes allowed each person to attend one class of one hour's length for the six weeks.

Classes discussed the topics: How Do You Communicate?, Avoiding Communication Breakdown, Communication Feedback, Communicating Management's Point of View, Understanding Motivation and Motivation Through Job Enrichment.

Mr. W. Dean Holdeman, Personnel Director, conducts a class during the six-week supervisory seminar. Over 110 people attended the sessions.

HOBBY

It is said that "No man loveth his fetters, be they made of gold" but Albert J. Baker, Deaconess' Head Locksmith, is an exception to the rule. He has collected nearly 50 antique locks and keys and is still on the lookout for more.

Among Mr. Baker's collection is an antique "Herring Grasshopper" safe lock, designed in New York in 1848 and considered one of the safest locks of its time. He has also collected a pair of key operated hand cuffs used by the British in 1800 and several 17th century English and German locks and keys.

The oldest house in Gloucester, Massachusetts, has supplied Mr. Baker with a 200 year old wood case lock. He has also acquired 2 mortice door locks and keys similar to one found in the famous Yale Collection, and one from Harvard University.

In addition to collecting locks and keys, Mr. Baker has long been fascinated by mechanical banks. He owns three 17th century models which perform a series of motions when coins are inserted.

Mr. Baker and his wife, Frances, spend most of their free time rummaging through antique shops in hopes of adding to their collections. After the Bakers finish building their new home in Greenland, New Hampshire, they will have plenty of wide open countryside to scour for new manacles, gyves, trammels and hopples.

Mr. Albert J. Baker, Head Locksmith, displays his collection of antique locks, keys and mechanical banks.

Medical and Surgical Teaching Services

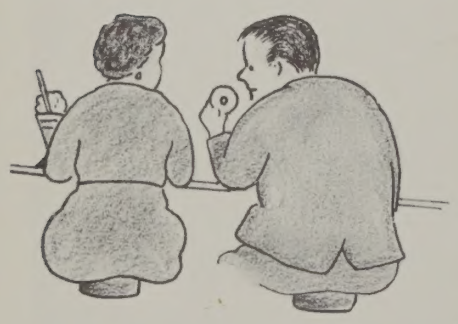
Continued from Page 1

Two years ago after careful study, it was recommended by the Advisory Committee that the Deaconess should complete its program of postgraduate education by adding an internship program. It is a tribute to the Department of Medicine that within a few months full training in internal medicine became approved at the Deaconness so that a young physician could start and complete his full training here to qualify for his specialty board examinations.

With the addition of the internship program, the name of the Advisory Committee was changed to the Advisory Committee for Medical Education. It is a standing committee of the Medical Staff and presently consists of Dr. Graves, chairman; Dr. William A. Meissner, Dr. James L. Tullis, Dr. Cornelius E. Sedgwick, Dr. Mirle A. Kellett and Mr. R. D. Lowry.

The teaching services were created to fulfill requirements for a well-balanced training in both medicine and surgery. It is fitting to name these services for Dr. Hoyt and Dr. Graves in view of their outstanding and enduring contributions to our medical education program. But the success of the program is naturally due to combined effort. It is a monument to the cooperation and support of the Medical Staff, the Trustees, Administration and the Nursing Service.

Alpha Credit Union



Things are getting bigger all the time. The last dividend paid by the Alpha Credit Union was 4 1/2%.

NEW ENGLAND DEACONESS HOSPITAL BOWLING LEAGUE

DIVISION A

Team No.	Pinfall to date Incl. Handicap	Pts.
1—C. Schraub	34756	116
3—M. Foley	34694	106
2—J. Halligan	33323	86
5—G. Graham	32984	84
4—S. Marotta	25173	74

High Singles

J. Dillahunt	130
C. Mullins	94

High Singles for Year

C. Schraub	146
J. Swanson	123

High 3 Strings for Year

C. Schraub	370
J. Swanson	300

High Average for Year

D. Colella	103
J. Swanson	91

DIVISION B

Team No.	Pinfall to date Incl. Handicap	Pts.
6—M. Hennessey	34347	122
7—B. Laffey	33777	108
8—D. Colleran	32727	84

High Singles

H. Hague	111
M. Kimball	106

High Singles for Year

B. Laffey	126
L. Glynn	121

High 3 Strings for Year

B. Laffey	320
S. Meek	325

High Average for Year

B. Laffey	97
S. Meek	94

DIVISION C

Team No.	Pinfall to date Incl. Handicap	Pts.
14—J. Esch	34537	120
12—M. Coburn	34132	114
13—D. Dalton	27782	92
11—P. Gleason	34443	88
10—K. Gillis	28072	68

High Singles

J. Barr	125
P. Dumont	112

High Singles for Year

R. Heaney	143
B. Nickerson	115

High 3 Strings for Year

J. Barr	346
B. Nickerson	324

High Average for Year

P. McGowan	111
B. Nickerson	92